Assessment Requirements for SITEEVT003
Coordinate on-site event registrations

Release: 1
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Modification History
Not applicable.

Performance Evidence
Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- coordinate on-site registrations for at least two different types of events as listed in the knowledge evidence, including undertaking each of the following:
  - prepare registration materials and equipment
  - set up registration area
  - process on-site attendee registrations
  - take payments
  - check registration details
  - provide event documentation
  - communicate event information to all attendees
  - resolve registration discrepancies
- complete on-site registrations within commercial time constraints and customer deadlines.

Knowledge Evidence
Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- types of events for which on-site registrations take place:
  - business and corporate
  - community
  - entertainment and leisure
  - exhibitions, expositions and fairs
  - festivals
  - fundraising
  - government and civic
  - marketing
  - meetings and conventions
  - sports
- on-site registration processes for diverse event types
- safety considerations for on-site registration areas:
  - adequate space for gathering or moving large numbers of people
• adequate sun and weather protection
• emergency exits
• profile of registration area for arriving attendees
• safe positioning
• safety of electrical cables in registration area
• access issues for on-site registration areas, especially those associated with gathering or moving large numbers of people
• different types of operations systems, and software programs used to process on-site event registrations
• attendee information required to provide on-site event documentation and admission
• different formats for, inclusions, and uses of:
  • event registration reports
  • registration materials required to process on-site event registrations
  • financial administration documents for attendee payments
  • event attendance documents
• for specific organisation and event:
  • agreements with venue or site for registration set-up
  • features of event program, schedules, inclusions and specific costs
  • procedures for processing on-site registrations.

Assessment Conditions

Skills must be demonstrated in an operational events business or activity where event registrations are coordinated. This can be:

• an industry workplace
• a simulated event set up for the purpose of skills assessment.

Assessment must ensure access to:

• venues or sites where events are operated with a designated on-site registration area
• industry current technology and software for processing on-site event registrations
• industry current templates for:
  • attendee lists
  • financial administration of on-site event payments
  • registration reports
• event registration documentation:
  • attendance lists per session, site, venue or table
  • event programs
  • event schedules
  • inclusions and costs
  • name lists
- payment status
- special requests
- venue or site agreements
- organisational procedures for processing on-site registrations
- registration equipment and materials:
  - attendee kits
  - cash float
  - computer
  - display stands
  - event program and running sheet
  - lanyards
  - name badge or identification documents
  - promotional display materials
  - receipts
  - service vouchers
  - signage
  - site maps
  - stationery
  - tickets
- venue or site personnel with whom the individual can interact
- industry-realistic ratios of registration staff to attendees; these can be:
  - those in an industry workplace who are assisted by the individual during the assessment process; or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations’ requirements for assessors; and:
- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

**Links**

Companion Volume implementation guides are found in VETNet - https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899df092694